

Executive Summary

Official Jordanian

Governmental Websites'

Evaluation 2018 Report

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Issued by
Hayat - Rased

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Introduction

Since enabling the first electronic service on Internet in the mid of 1990s, it spread all over the world in different forms, where the governments around the world benefited of different advantages of the technological development through establishing websites to bridge the communication gaps with citizens, keep them informed on their activities, ensure active communication channel, and to provide direct services to citizens to shortens the estimated time to complete different governmental transactions.

This trend which has established by the governments to catch up with the electronic and technological development in the world is considered as a positive trend and a qualitative addition to the transparency approach.

This electronic revolution, was not aiming to improve the quality of governmental services or to promote transparency approach only, but also to ensure the continues contribution to the processes of transforming societies to Knowledge Societies; complying it with the rapid pace of evolution, and guaranteeing not to retreating these societies and keeping up with the march of civilization.

In the last few years, the Internet has shown a big development, not only in the numbers of the websites that shows everyday on the worldwide web, but also in the quality of these sites, how effective knowledge is and the provided services. This and development of modern information and communications technology enabled the governments around the world to offer their online services with high quality. The transition approach to the electronic payment considered as one of the best qualities provided by the modern technology which made the idea of the e-government; that made the idea of e-governments an attractive idea for both governments and citizens, saving the time of waiting in lines making the transition to pay your bills and fees is completed within few minutes.

The Introduction of the report

This report has been prepared as a continuation of Hayat center-RASED's work in monitoring, evaluating and developing the government performance, it's also aims to evaluate the governmental websites and its response to the users in terms of: the accessibility to the website through searching engines, the easiness of using, its design and the quality of the content .The report also examined the availability of the information, level of newness, the availability of the e-services, in addition to measuring the response of the websites for the submitted complaints. This report provides a comparative study on the situation of the websites since 2016 until the third quarter of the year 2018.

This report aims in the first place, to improve the governmental services provided to citizens, and to increase the governmental transparency through websites and information technology, it also aims to enhance the right of access to information and to encourage the government agencies to update their information and news on their websites to make it a trusted source for citizens and all the interested entries to have the information and the general public news from, as this report looking forward to increase the activation of public accountability through the governmental agencies' websites where the interaction of the sites and its administrators with citizens' complaints and their opinions submitted electronically are measured.

This report is the fourth of its type which RASED issued to evaluate the governmental agencies' websites, following the launching of the first report which included the evaluation of the governmental agencies' websites during the period of the year 2016, and circulated by the Prime Minister at that time, the second report was launched on 2017 and circulated by the minister of Communications and Information Technology to all concerned governmental agencies, Third report included the evaluation of the governmental agencies websites covering the first quarter of 2018 , where it has been launched during a training Workshop for concerned governmental officials, as the report has been delivered officially to the Minister of Communications and Information Technology to be circulated to the concerned governmental agencies.

This report has been prepared to be a reference for all the governmental agencies weather the evaluated or non-evaluated governmental agencies as it shows current situation of the governmental websites in Jordan.

This report would also be a road map for all agencies who wishing to develop their websites.

Methodology

This report was prepared by a group of researchers at Hayat Center- RASED In collaboration with a group of experts and academics in the field of information technology and computer science.

After the research team was briefed on many arab and international experiences in the field of e-government and reviewed the best practices in the field of government websites, The research team, in cooperation with a group of Jordanian and Arab experts and academics, designed a survey to evaluate the selected governmental websites. A mechanism was established to evaluate each governmental website by two researchers at the same time, each working separately. The two forms were then collected and re-evaluated by all members of the research team, a professional evaluation took place, not leaving any room for personal interpretations, in addition to developing a clear criteria to measure each indicator of the evaluation form which was divided into four pillars:

First pillar:

This pillar is consisted of 15 indicators dealing with the following topics (some indicators were integrated together while explaining the methodology to ensure the reader's sequence of ideas and clarity):

- Evaluate access to the website through an easy-to-remember link, including appropriate representation of the domain name under the main domain (.gov.jo), taking into consideration that some of the evaluated websites related to some independent entities.
- The possibility of quick access to the website through searching engines: website ranking in search pages when searching for it was measured, using the two most famous search engines (Google) and (Bing), where the rating «excellent» was given to the websites that appeared as a first result in the first page, the rating «fair» was given to the websites that didn't show up as a first result but in the first page and «poor» rating was given to the websites that didn't show up in the first page's results of the search pages.
- The speed of access to the evaluated website through searching engines: where the results of similar and consistent search results within the different browsers were measured, using three main searching engines: Chrome (Google Chrome), Firefox (Mozilla Firefox) and Internet Explorer (Explorer 9). A score of 'excellent' was given to the governmental websites that showed similar results in all browsers, 'fair' was given to those showing similar but not identical results and a score

'poor' was given for the websites that showed different results.

- The availability of the evaluated website's content in both Arabic and English, and extent to which the content in two languages (Arabic and English) are identical in the website, where a score 'excellent' was given for the identical websites in terms of format and content in both Arabic and English languages, a score 'fair' was given to the matching sites but not identical in terms of content and a score 'poor' was given to the websites that had different formatting and different meaning in terms of content between Arabic and English languages.
- Access to the files of the website by examining the availability of it on website and the click-ability with its compatibility with the titles and the icons of the content.
- Checking if the website provides a 'User-Friendly' design that is easy to navigate from mobile phones. This item was measured using smart phones operating on different operating systems, such as Apple's operating system (IOS) and Android operating system (Android).
- Social media existence: having active page for the evaluated websites on Facebook, Twitter and YouTube.
- Evaluating the files available on the website in terms of file format, where the measurements are; easy to use, available in format word or that the files are available in a format PDF which is difficult to reuse and deal with.
- Evaluating the rank of websites among the sites in Jordan according to (ALEXA)
- Whether or not the website is sensitive to users with disabilities. This indicator measures whether the website supports text zoom, and the availability of website color change for people with visual impairments.

Second pillar:

Second pillar:

Second pillar: Content and Transparency:

This pillar focused on measuring the availability of basic information of the governmental agencies and information might be needed by the citizens, as following:

The available information of the concerned governmental agency (Vision, mission, organizational objectives, organizational hierarchy, rules and regulations, news, Publications and studies, budget, announcements, contact information, contact person information, FQA, access to information, submit suggestions, updated yearly reports).

The availability of updated information about (Annual reports, News, Strategic Plan, Minister, Manager, Current President, and the related rules and regulations).

Third pillar:

This pillar consisted of 15 indicators considering the following topics (some indicators were integrated together while explaining the methodology to ensure the reader's sequence of ideas and clarity):

- Provides a search box/tool box that is usable and efficient.
- Availability of the Site map showing the contents of the website.
- Provide the location of the home page icon on all pages of the website.
- Providing of an effective and easy access to printing on the website pages.
- Easiness of browsing and how organized it is, in addition to the evaluation of the overall shape of the website through the size of the images on the website, the general shape of the website and its easiness of using.
- Availability of 'Terms and Conditions of Use' and 'Privacy Policy'.
- Availability of sufficient information in website's footer, where the name of the entity and the contact information of the company that developed/designed the website is added.
- The need to scroll horizontally and vertically to see the whole page.
- Provides a link to the e-Government portal on the website.
- Website's focus on the user through evaluating the quality of their design by assessing the number of clicks a user needs to reach the needed information.
- Change of icons' color when a page have been visited and knowing if the website's icons are clear (short links and describes what it contains).

Fourth pillar: Electronic Services and Complaints

This pillar evaluated number of the active services on the evaluated websites and the interaction with the submitted complaints through the following indicators:

- Clear using guideline includes (service name, service description, service requirements, service procedures, estimated delivery time, service fees, and service center/location).
- Availability of services provided electronically, In terms of providing the website for e-services, where a clear criterion was set for this item. Despite the significant differences in the level of services between the evaluated websites, the research team responded to the existence of e-services through

measuring if the website provides any service of any nature, in this regard, the website was evaluated for the electronic payment service, providing a link to submit the complaint, indicating the extent to which the website provides a simple and easy form for filing the complaint and the extent of the site's response to the complaints submitted. To measure the response, the team sent a complaint to all the evaluated sites.

The report included the evaluation of 51 official and governmental websites, adding three websites to the previous evaluation:

- General Supplies Department
- Water Authority
- Jordan Valley Authority

As the research team assessed the e-Government website in this report following different indicators due to its different nature, same was applied to the PSD website as it contains 29 links for its different departments which presents different information for each.

Accordingly, percentages calculated in this report are measured by dividing the overall result over 51 websites.

Hayat - RASED

Hayat-RASED is a non-governmental Jordanian civil society organization founded in 2006 to promote accountability, governance, public participation, and tolerance, within the framework of democracy, human rights, and rule of law, taking into consideration gender mainstreaming in public policy and action. The organization operates through RASED – Accountability and Local Governance and Preventing Violent Extremism. Based on nearly 12 years of experience in training, legal research, and analysis, the organization houses a special division that provides local and international research and training services.

The RASED for Governmental Monitoring

Is a program that focuses on strengthening accountability, transparency, and public participation through monitoring, evaluating, and reporting on the implementation of Government reform plans. The program informs the government, citizens, and civil society on the achievements and obstacles of Government reform plans, providing recommendations to enhance implementation. Based on international standards and best practices, RASED Government builds the capacities of Government officials to better enact plans and strategies to serve the citizens of Jordan. RASED Government also evaluates the strengths and weaknesses of governmental and official websites, facilitating citizens' access to information, accountability, and public participation. The program offers performance appraisal cards for each individual website to assist the associated entity in monitoring its development.

Websites evaluation form

website

1 Accessibility

- 1.1 Can the user access the website via link that is easy to remember including clear demonstration of the name of the entity and ending with (gov.jo.)?
- 1.2 How fast is the access to the website using Google search engine?
- 1.3 How fast is the access to the website using Bing search engine?
- 1.4 How effective is the usage of the website on similar search results through different browsers (Internet Explorer - Firefox - Google)?
- 1.5 Is the website available in Arabic and in English?
- 1.6 Is the website identical in Arabic and in English?
- 1.7 Does the website provide conversion between English and Arabic on the same page?
- 1.8 Is the title of the Icons on the website similar to its content?
- 1.9 Is the website considered Mobile friendly?
- 1.10 Does the entity has Mobile Application?
- 1.11 Does the entity has social media pages?
- 1.12 On the accessibility to the website's files: is the file name identical to its content?
- 1.13 On the accessibility to the website's files : what is the format of the available files?
- 1.14 What is the ranking of the website at the country level?
- 1.15 Does the website support access and use for people with disabilities?

2 Content and Transparency

- 2.1 Are the following information available about the governmental entity?
 - The vision of the entity
 - The mission of the entity
 - Goals and values of the entity
 - Organizational/Administrative structure of the entity
 - The strategic plan of the entity
 - Related legislations and laws
 - Statements/Publications/Studies
 - News corner
 - The Budget
 - Advertisements
 - Contact information
 - Contact information of the Minister/Chair/Directors
 - FAQ
 - Request for information
 - Link to submit proposals for the entity
 - Annual reports
- 2.1.1 What is the date of the latest annual report on the website?
- 2.2 Is the information available on the website updated?

3 Ease of use and design

- 3.1 Is there a search box/caption or tool on the website?
- 3.2 How effective the search tool is?
- 3.3 Is there a location map available on the website?
- 3.4 Does the website provide a home page icon in each page?
- 3.5 Does the website provide an effective and easy printing option on its pages?
- 3.6 Does the website provide Terms and Conditions of Use and Privacy policy?
- 3.7 Is there a footer on the website?
- 3.8 What is the information provided in the footer of the website?
- 3.9 What is the nature of the developer company who designed / developed the website?
- 3.10 The need to use vertical scroll to see the full home page
 - 3.10.1 Number of pages passed vertically
 - 3.10.2 Number of pages passed horizontally
- 3.11 Is there an effective link to the e-Government Portal?
- 3.12 Is the homepage of the website considered enduser oriented in terms of design and quality?
- 3.13 Are the website icons clear and meaningful (short links and description of what they contain)?
- 3.14 Does the link color change if it has been viewed before?

4 Services and Complaints

- 4.1 Does the website provide electronic services?
- 4.2 Does the website provide electronic payment service?
- 4.3 Does the website provide service forms to citizens to use or fill?
- 4.4 Is there a special directory/guide for the services of the entity on the website?
- 4.5 Does the directory/guide of services contains the following?
 - Name of the service
 - Description of the service
 - Requirements of the service
 - Procedures to obtain the service
 - Expected time of completion of the service
 - Fees/Charges of the service
 - Center / place of service
- 4.6 Is there an effective complaint link?

If the answer is yes:

 - Have you received an immediate response after filing your complaint?
 - Did you get a complaint reference number?
 - What kind of response did you receive ?
 - What is the complaint case?

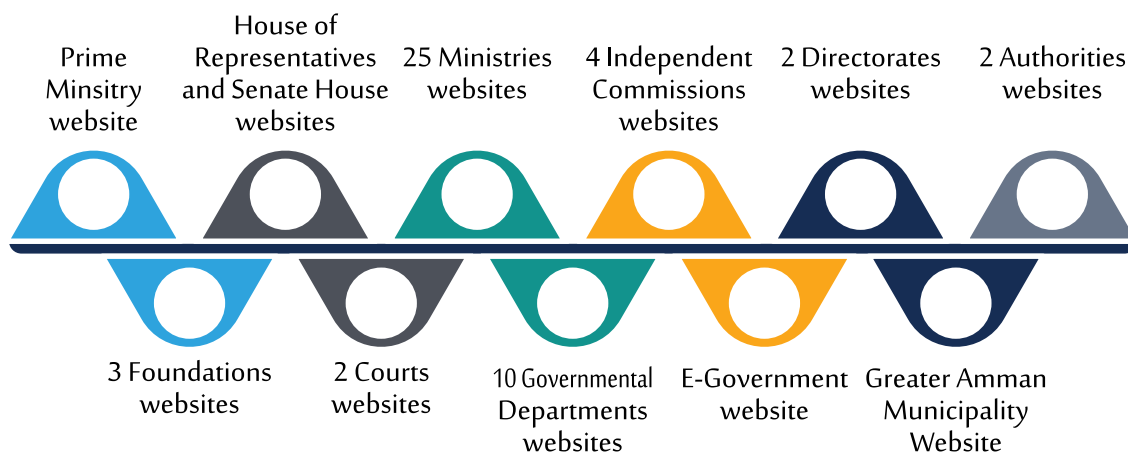
Evaluated entities

No	Name	Link
1	Ministry of Information and Communications Technology (MoICT)	www.moict.gov.jo
2	Prime Ministry	www.pm.gov.jo
3	House of Representatives	www.representatives.jo
4	Ministry of Education (MoE)	www.moe.gov.jo
5	Ministry of Planning and International Cooperation (MoP)	www.mop.gov.jo
6	Ministry of Municipality Affairs (MMA)	www.mma.gov.jo
7	Ministry of Energy and Mineral Resources (MEMR)	www.memr.gov.jo
8	Ministry of Agriculture (MoA)	www.moa.gov.jo
9	Ministry of Political and Parliamentary Affairs (MoPPA)	www.moppa.gov.jo
10	Ministry of Health (MoH)	www.moh.gov.jo
11	Ministry of Industry, Trade and Supply (MIT)	www.mit.gov.jo
12	Ministry of Labor (MoL)	www.mol.gov.jo
13	Ministry of Environment (MoEnv)	www.moenv.gov.jo
14	Ministry of Higher Education and Scientific Research (MoHE)	www.mohe.gov.jo
15	Ministry of Culture	www.culture.gov.jo
16	Ministry of Finance (MoF)	www.mof.gov.jo
17	Ministry of Interior (MoI)	www.moi.gov.jo
18	Ministry of Foreign Affairs and Expatriate Affairs (MFA)	www.mfa.gov.jo
19	Ministry of Justice (MoJ)	www.moj.gov.jo
20	Ministry of Public Works and Housing (MPWH)	www.mpwh.gov.jo
21	Ministry of Social Development (MoSD)	www.mosd.gov.jo
22	House of Senate	www.senate.jo
23	Ministry of Tourism and Antiquities (MoTA)	www.mota.gov.jo
24	Ministry of Transportation (MoT)	www.mot.gov.jo
25	Ministry of Water and Irrigation (MWI)	www.mwi.gov.jo
26	Ministry of Awqaf, Holy Sites and Islamic Affairs	www.awqaf.gov.jo

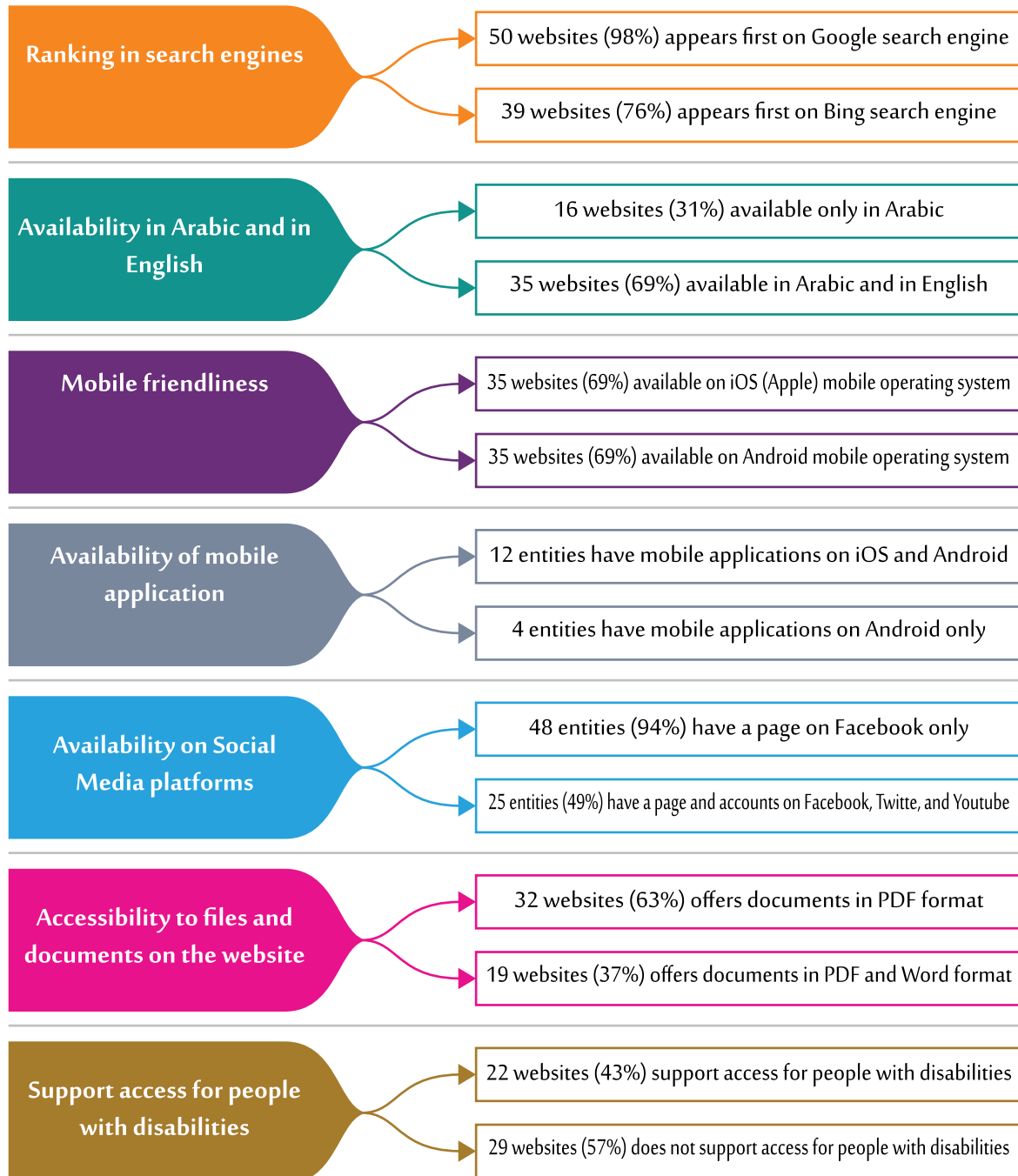
No	Name	Link
27	Ministry of Public Sector Development (MoPSD)	www.mopspd.gov.jo
28	Audit Bureau	www.audit-bureau.gov.jo
29	Integrity and Anti-Corruption Commission	www.jiacc.gov.jo
30	Independent Election Commission (IEC)	www.iec.jo
31	Social Security Corporation	www.ssc.gov.jo
32	Civil Service Bureau	www.csb.gov.jo
33	Greater Amman Municipality	www.ammancity.gov.jo
34	Jordan Investment Commission	www.jic.gov.jo
35	Supreme Judge Department	www.sjd.gov.jo
36	General Iftaa Department	www.aliftaa.jo
37	Customs Department	www.customs.gov.jo
38	General Budget Department (GBD)	www.gbd.gov.jo
39	Income and Sales Tax Department (ISTD)	www.istd.gov.jo
40	Department of Land and Survey (DLS)	www.dls.gov.jo
41	Securities Commission	www.jsc.gov.jo
42	Companies Control Department (CCD)	www.ccd.gov.jo
43	Public Security Directorate (PSD)	www.psd.gov.jo
44	The General Directorate of Jordan Civil Defense (CDD)	www.cdd.gov.jo
45	Civil Status and Passport Department (CSPD)	www.cspd.gov.jo
46	Department of Statistics (DoS)	www.dosweb.dos.gov.jo
47	Vocational Training Corporation (VTC)	www.vtc.gov.jo
48	Jordan Standards and Metrology Organization (SMO)	www.jsmo.gov.jo
49	Ministry of Youth	www.moy.gov.jo
50	Jordan Valley Authority	www.jva.gov.jo/sites/ar-jo
51	Water Authority of Jordan	www.waj.gov.jo/sites/ar-jo
52	General Supplies Department	www.gsd.gov.jo
53	E-Government	www.jordan.gov.jo

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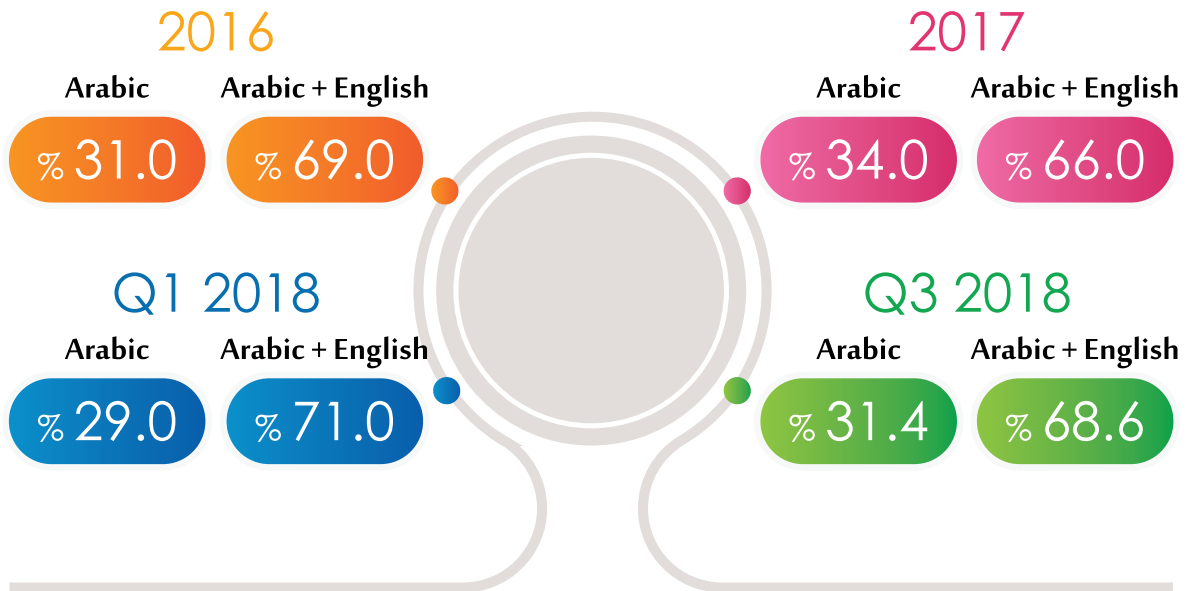
Entities evaluated in this report



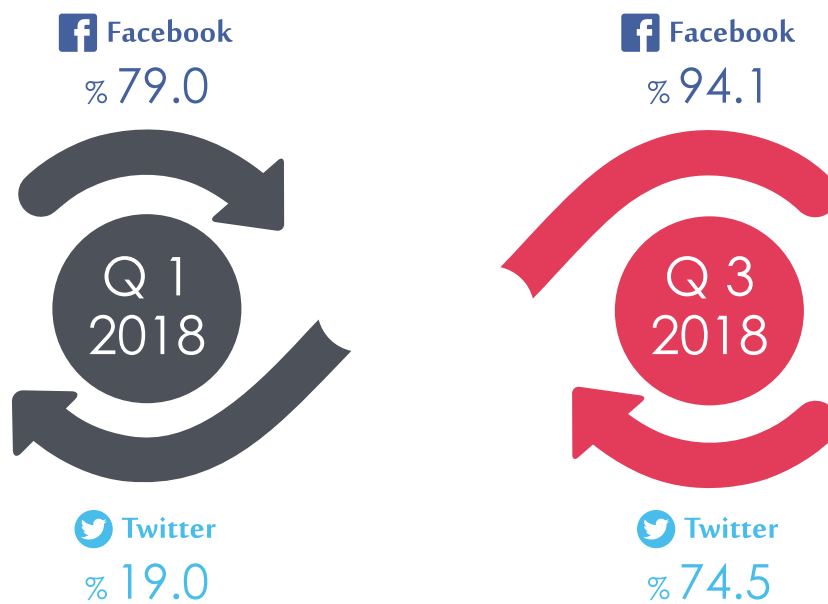
Pillar 1: Accesability



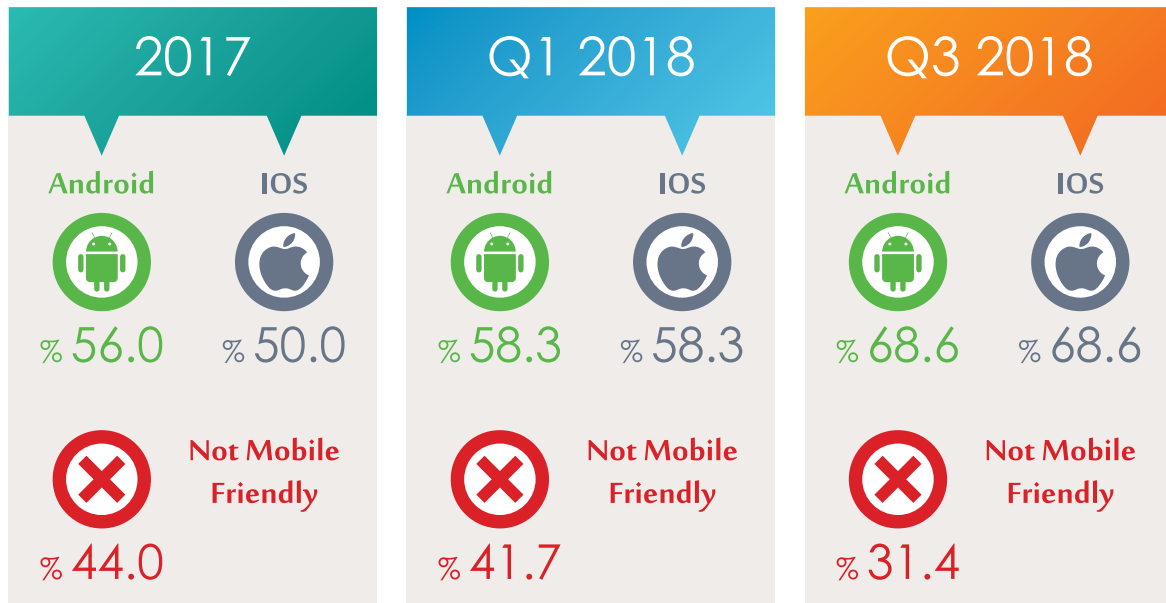
Availability of websites in Arabic and in English (2016 - 2018)



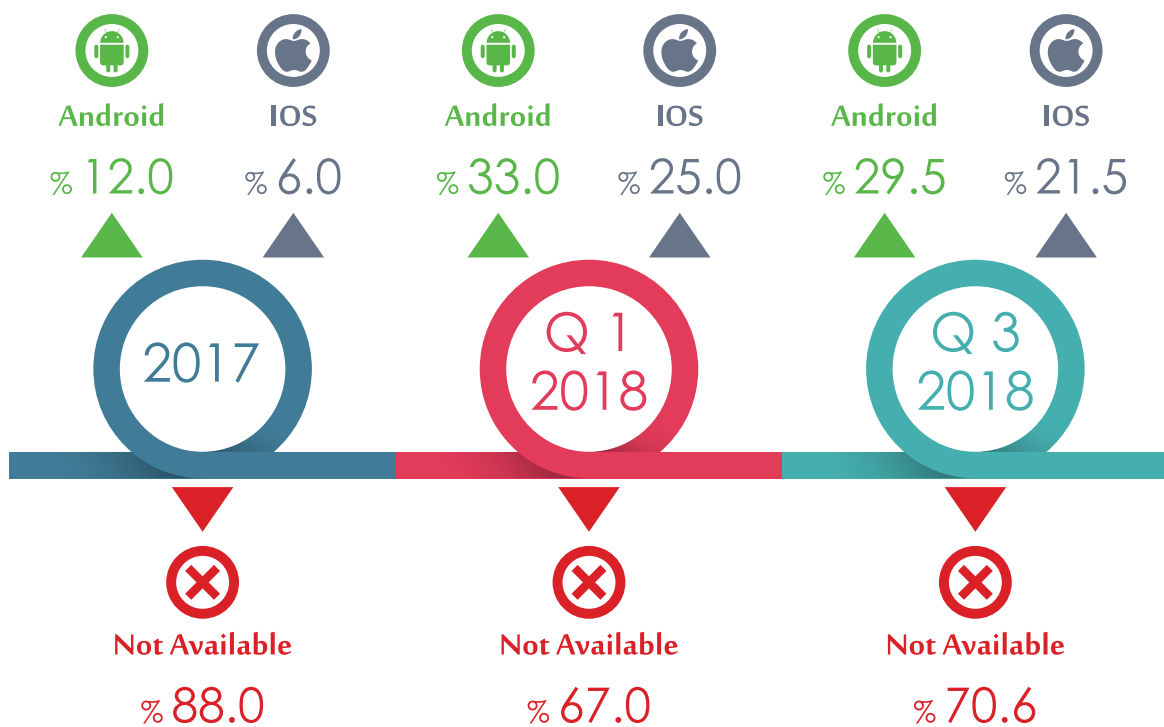
Availability on Social Media Platforms (Facebook and Twitter) (2016 - 2018)



Websites accessibility in mobile phones (Mobile Friendliness) (2016 - 2018)



Availability of Mobile Application (2016 - 2018)



Pillar 2 : Content and Transparency



Updated annual report on the website



Availability of basic information about the entity on its website
(2016 - 2018)

	2016	2017	Q 1 2018	Q 3 2018
Ligislations	% 88.0	% 88.0	% 93.7	% 96.1
Budget	% 11.5	% 8.0	% 20.8	% 36.0
Request for Information	Does not apply	% 28.0	% 69.0	% 82.4
Annual Reports	% 51.0	% 66.0	% 68.7	% 76.5

Pillar 3 : Ease of Use and Desing

Availability of a search box/caption or tool on the website	49 websites (96%) have search tool	2 websites (4%) does not have search tool	
Effectiveness of the search tool the 46 websites offering it	37 websites (79%) have efficient search tool	5 websites (10%) have fair search tool	7 websites (17%) have poor search tool
Availability of entity's location map on the website	40 websites (78%) provides entity's location map	10 websites (22%) does not provide entity's location map	
Availaibility of easy printing option on the website pages	26 websites (51%) only offers printing option	25 websites (49%) does not offer printing option	
Availaibility of Terms and Conditions of Use and Privacy Policy on the website	19 websites (37%) have Terms and Conditions of Use and Privacy Policy	32 websites (63%) does not have Terms and Conditions of Use and Privacy Policy	
Nature of the developer company who designed / developed the website	32 websites (66%) developed by private developing companies	8 websites (17%) developed by governmental entity	8 websites (17%) developed by unknown developer
Ease of use and quality of design	37 websites (72%) have excellent user-oriented design and excellent quality	13 websites (26%) have fair user-oriented design and fair quality	1 website (2%) have poor user-oriented design and poor quality

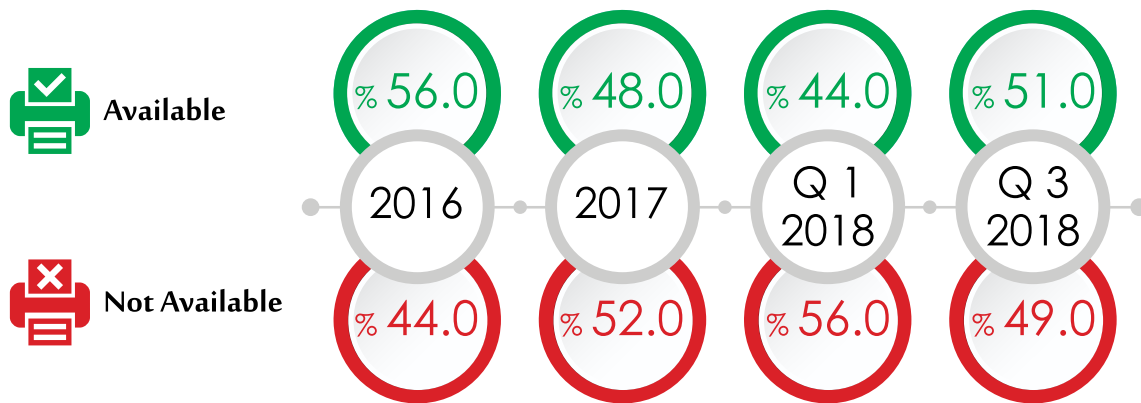
Availability of search tool on the website (2016 - 2018)



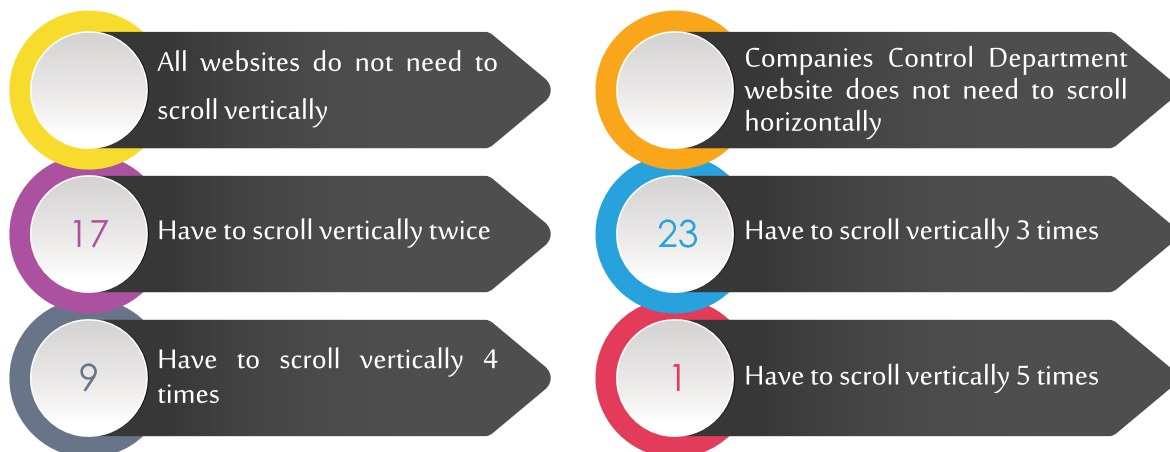
Efficiency of search tool on the websites (2016 - 2018)



Availability of printing option on the website pages (2016 - 2018)



Need to scroll to view the homepage of the website



How user-oriented is the homepages of the (2016 - 2018)



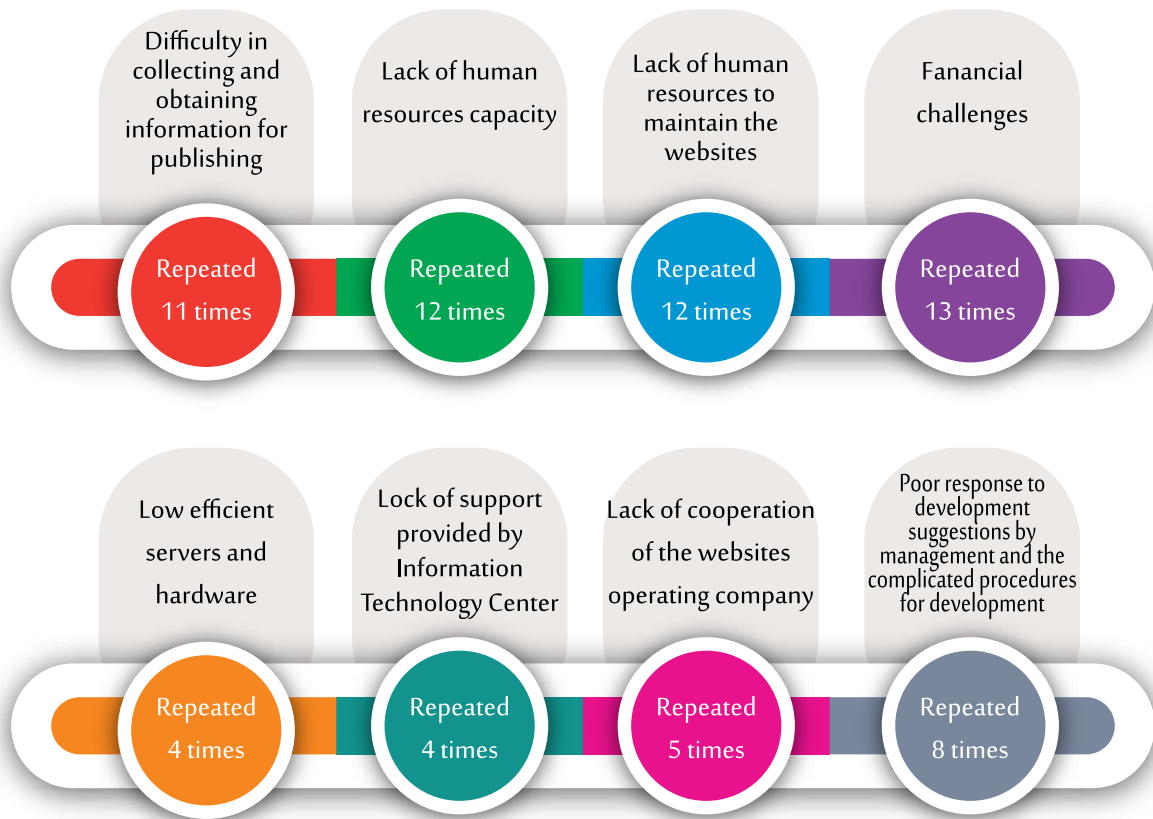
Pillar 4 : Services and Complaints



Availability of services guide on the website (2016 - 2018)



Challenges facing personell in charge of the websites



Recommendations of the report

- Recall the recommendation of create a legislative framework to unify the mechanisms of establishing and developing official websites; making it easier for the users to browse.
- Higher government's attention to develop the capacities of the concerned human resources.
- The need to develop and improve servers that hosting the websites to increase its capacity and enhance its performance.
- Provide using guideline for the e-services, and the importance of easing the procedures to complete it.
- Providing awareness leaflet explaining the different e-services and the payment methods, and enable the awareness content for citizens in the best way to ensure the highest percentage of outreach.
- More reliance on the information technology center, where many webmasters vouched that it has high qualified human resources who can save a lot of what is being spent on developing the governmental websites by the private IT companies.
- Enabling the application for information electronically instead of providing it with a PDF format and resubmitting it electronically.
- Necessity of closing any fake pages on any social media platforms that using the name of governmental agency of official entity.
- Ensure that the features of the renewed governmental websites are actively working; as many of the evaluated websites' features that were enabled in the old websites are not available on the new one.
- Updating the websites content especially the sub links.
- Facilitate the access of the websites' staff to have the updated information to upload it on the related governmental website.
- Not to leave the software of the websites to be monopolized by the operators, which impedes the development of it and keep it controlled by the operator.
- Enhance the communication with users and taking into account the speed in responding to complaints and suggestions submitted.
- Provide the user with a complaint number to ease following up.
- The importance of providing websites' content in both Arabic and English languages and ensure matching the content in both languages.



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